CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION

COMPUTER OPERATIONS COORDINATOR
INFORMATION TECHNOLOGY DEPARTMENT

GENERAL STATEMENT OF DUTIES

Performs responsible supervisory and technical work overseeing the City's mainframe computer, network servers, and telephone systems. Employee reports to the Technology Services Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for overseeing and ensuring uninterrupted operations of the City's mainframe and personal computers, network servers, and telephone systems. Work involves directing and monitoring equipment performance and supervising the activities of computer operators. Work also involves assisting users; evaluating and ordering products; ensuring security of equipment and data; setting-up network connections, usercodes, and backups; administration of e-mail and fax services, and preparing various reports. Considerable independent judgment and initiative are exercised in the supervision of all office activities. Work is performed under limited supervision of the Technology Services Manager and is evaluated based on observation and review of work completed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL POSITION FUNCTIONS

Monitors the performance of the main frame computer systems to ensure proper operations and to detect and resolve operational problems, failures, malfunctions, etc.; maintains adequate disk space and response time; prepares and delivers reports regarding system performance metrics.

Develops operating instructions, procedures and schedules for projects requiring considerable computer usage, checking production and altering schedules as needed to ensure deadlines are met; generates computer programs for production work.

Manages vendor contracts and work orders; develops and maintains vendor and outsourced relationships.

Manages various projects in assigned area of employments including, but not limited to, completing, submitting and maintaining appropriate and related reports and records, overseeing related budgetary expenditures, ensuring timely completion, and ensuring that project goals are achieved.

Plays a proactive role in managing the data center environment including, but not

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limited to, backup verification/testing and monitoring, and environmental planning specifically with A/C and UPS.

Assigns, directs and supervises activities of computer operations staff on an as-needed basis, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, as necessary, resolving problems as non-routine situations arise.

Administers or makes recommendations for routine personnel matters affecting subordinates on an as-needed basis, including recruiting, interviewing, hiring, training, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by City management.

Oversees the security of computer and telephone equipment and data; assists in transport of magnetic media off-site; prepares security codes and passwords; changes lock combinations.

Oversees the maintenance of inventories of hardware, software, materials and supplies; distributes supplies to users.

Assists in the testing of new programming.

Oversees the repair of malfunctioning equipment on computers, related terminals, and printers.

Schedules and supervises the installation of new equipment and software.

Assumes line-level responsibility for telephone system quality and customer satisfaction; assists telephone system users in resolving problems; programs telephone sets for variety of features; maintains internal phone directory

Maintains call accounting system, runs usage reports and allocates cost of charges to departments and divisions.

Schedules and supervises maintenance of telephone switch system.

Provides recommendations concerning purchases of new computer equipment, preparing bid specifications, researching and evaluating equipment and vendors services, and advances in computer technology.

Performs administrative duties and compiles data for special projects or reports, as assigned, ensuring completion by specified deadlines and in accordance with established goals and objectives.

Assists in the preparation of annual budget proposals in coordination with Director of Information Technology, including analyzing past expenditures to determine needs; administers approved budgets, monitoring expenditures to ensure payments are made from proper accounts; implements policy and procedure recommendations made by outside auditors.

Oversees the installation of network wiring, either copper or fiber.

Provides network usercodes for new users and makes modifications to existing users.

Administers the e-mail system by setting-up and removing e-mail accounts.

Administers the fax server by assigning fax numbers and adding users to the system.

Performs backups on the networks and handling preliminary analysis if any

problems arise with backups.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of computer networks and related components.

Considerable knowledge of voice-over Internet protocol technology.

Considerable knowledge of the capabilities, limitations, design, and operations of large computer systems.

Considerable knowledge of the techniques and procedures of programming methods.

Considerable knowledge of the practices and techniques utilized in repairing and maintaining computer systems, telephone systems and related peripheral equipment.

General knowledge of the principles of supervision, organization, and administration.

General knowledge of the current literature, trends, and developments in the field of computer systems operations and maintenance.

Working knowledge of the techniques and procedures of programming methods.

Skill in diagnosing hardware related computer problems and performing repairs as necessary.

Ability to analyze, troubleshoot and solve problems arising in the operation of large computer and telephone systems.

Ability to plan, assign, instruct, and evaluate the work of others.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Associate degree with major course work in computer science or related field; and 3 to 5 years computers operations experience, including 2 to 3 years supervisory experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

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Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational & Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 17
Exempt